

REQUEST FOR PROPOSAL AND QUALIFICATIONS

**Released December 15, 2014
Closes January 30, 2015, 4:00PM PST**

Chelan County Prosecuting Attorney Request for Information Prosecutors Case Management System (PCMS)

Project Title:

Chelan County Prosecuting Attorney Case Management System (PCMS) RFP/Q

Project Summary:

The Chelan County Prosecuting Attorney is requesting information from qualified vendors of prosecutor case management systems. This system must meet or exceed compliance with the Washington State code tables and statutes set out in the Revised Code of Washington and be updated annually or as changed by the Washington State Legislature. The Office of the Prosecuting Attorney currently consists of 11 attorneys and 10 support staff, and handles an average of 3000 cases per year. Our office is responsible for the criminal prosecution of all adult felony cases, all juvenile criminal, all adult gross misdemeanor and misdemeanor cases not occurring within the corporate limits of one city, and civil representation of the county.

Project Description:

Background

Chelan County is a county located in the State of Washington. As of the 2010 census, its population was 72,453. The county seat and largest city is Wenatchee.

The Prosecuting Attorney's current case management system is comprised of outdated applications on an AS400 platform. Our current system houses approximately 70,000 case entries in the master file. All this data will need to be migrated to a new PCMS. Our desire is to move to a Windows based SQL server platform.

At present there are 10 consistent users, but all 21 office employees will need to use the new PCMS. Our current system also includes "view only" access for outside agencies (i.e. local jail and law enforcement). A new PCMS will need this integrated "view only" capability as well. Responses to this RFP/Q should include costs for both system and "view only" licenses if applicable.

General Project Objective

The project objective is to implement a new PCMS software program that significantly improves and streamlines the Prosecuting Attorney's office workloads at Chelan County, resulting in time efficiencies for both the staff and taxpayers. These time efficiencies must be achieved while at the same time resulting in improved information quality, enhanced access and superior data retrieval and reporting capabilities. Improved workflow, guided by the software's workflow process and staff input, needs to eliminate duplication of effort, redundant data entry, and inefficient searching. Utilization of electronic document generation, storage, and exchange with a goal to achieve a paperless office is necessary, which will also allow for increasing interoperability and data sharing with criminal justice partners. The new software will need to be built on current, standard technology as described above which will allow for straight forward upgrade paths in the future. The software will also need to be very user friendly so that both casual and consistent users can easily obtain the information they need from the system.

We expect the software to include the additional integrated capabilities of electronic document generation, storage, and management; electronic discovery and subpoenas; electronic police case intake, including photos, other file images, audio and video recordings, and other related electronic files; external access for outside agencies; data exchanges with the systems of other criminal justice partners (i.e. jail, courts, law enforcement); electronic case filing with the courts.

Friendly user interfaces combined with intuitive layouts, user help documentation, functionality and cost will drive the decision making process.

Applicable Standards and Specifications:

Each potential vendor must be able to provide a software solution which can meet the following minimum functional requirements and specifications:

- ◆ The product must be capable of running in a Windows environment. It must be compatible with Windows 7 client and Windows Server 2012 standard.
- ◆ The product needs to operate on Microsoft SQL Server 2012.

Vendors must respond to additional requirements attached in **Appendix A**. Groups listed in Appendix A are generally listed in descending order of importance.

Occasionally interested parties will ask for clarification of requirements. At Chelan County's sole discretion, updates to the RFP/Q, if any, will be posted in a separate document on the home page of the Chelan County website (www.co.chelan.wa.us). Look under the "Special Interests" section on the right side of the page for Prosecuting Attorney Request for Proposals-Updates.

Chelan County will not post new requirements. Any and all questions can only be sent via email to prosecuting.attorney@co.chelan.wa.us. The document will only contain questions and answers to help clarify the requirements. It is the sole responsibility of each vendor to check for changes before responding to this request. The last update will occur no later than January 15, 2015.

Project Initiation:

Project implementation. It should be noted that Chelan County has an in house staff of 8 IT professionals. Installation and implementation of hardware and software will be coordinated through the Information Technology department. Though Chelan County is committed to accomplishing this implementation on schedule, there is a limited number of staff available. Planning implementation tasks in advance will be key for our involvement to be successful.

Project Initiation Schedule

Below is a preferred project completion schedule.

RFP/Q issued	December 15, 2014
Responses to RFP/Q due 4:00 PM	January 30, 2015
Selection Process Complete	March 1, 2015
Contract signed/Notice to Proceed	April 1, 2015
Installed and "Go Live"	August 1, 2015

Data Migration

Chelan County IT staff will work with the successful vendor to export the tables needed to populate the databases for the new systems. Successful vendor must work closely with Chelan County IT staff to ensure successful migration of all data from the AS400 system to the new PCMS.

It is important to note if your company has prior experience migrating data from an in-house RPG Prosecuting Attorney application on an AS400 platform. If your company has migrated data from any other applications on an AS400 please include your experience in narrative form.

Proposal Submittal Procedures:

Respondents shall submit one hard copy of the RFP/Q response document and one electronic copy in a searchable PDF format. RFP/Q documents must include all information described under "Required Submittal Information" below.

The deadline for receipt of proposals is **January 30, 2015, by 4:00 PM, PST**. Chelan County reserves the right to extend the proposal submittal date if needed.

Responses should be sent/delivered to:

Chelan County Prosecuting Attorney's Office
Attn: Cindy Dietz, Legal Administrative Supervisor
P.O. Box 2596
Wenatchee, WA 98807
prosecuting.attorney@co.chelan.wa.us

Chelan County may schedule interviews or demonstrations with interested companies.

Questions regarding this Request for Proposal should be directed to the Chelan County Prosecuting Attorney's Office at the above-listed email address.

Required Submittal Information:

Respondents should prepare a proposal with each section labeled for the County which addresses their approach to the scope of work, a timeline for completion, and the deliverables that would be received by the County. Vendors must provide a detailed itemized budget of costs associated with each of the items in the scope of work, which must accompany the proposal and include a list of modules associated with the software, what each module does, and the expected time to implement. Additional copies of the RFP/Q can be downloaded from Chelan County's website at:

<http://www.co.chelan.wa.us/pa/data/RFP-RFQ2014CaseManagementSystem.pdf>

Respondents must include the following information in their submittal, and shall include any sub-contractors/sub-consultants as well. Additional, relevant back up material can be included with the proposal. The information received will be evaluated for responsiveness to the project overall, qualifications, similar experience, references, cost and ability to perform the work in a timely manner.

The cover page of the proposal should include the contact information for the primary person representing your company for this RFP/Q.

Respondents must respond to each of the items below, creating tabs in the documentation to allow the reviewers to find and compare the information more efficiently.

1. **Contact Information:** Include the name, address, phone number and fax number, email address and legal status of the firm.
2. **Company Profile:** Include the location of the main headquarters for the company, as well as any other local or regional offices. List the number of years the company has been doing business under the current name. List the names of the software products the company currently offers. Include any corporate alliances and business partnerships. Explain your company's experience in implementing software state wide, within a county/city. Please note if your company has implemented software in the state of Washington.
3. **Personnel Resumes:** Include the names and qualifications of the individuals that will perform the work. Attached resumes are acceptable in addition to a summary in the written proposal. A description or organizational chart describing the roles of each employee must be included. Sub-consultants that may be utilized for other professional services must be included. This includes identifying any third party software products that will be used.
4. **Client References:** A list of all clients that have purchased the company's PCMS software products over the past 10 years, at a minimum. For clients who have implemented their system within the last five years, please include the client's contact information including phone number. Please identify those clients whose projects were similar in size and scope to this project for Chelan County. Select references will be contacted regarding the client's satisfaction with software and services provided.

5. **System Overview:** Provide an overview of the software product(s) you propose to utilize for this project. Include a description of key features and functionality by module. Feel free to describe what aspects of your product set your company apart from your competition. Please provide samples of user interfaces your company has developed for use with your PCMS software (i.e. court case management systems, police records management systems, electronic records management systems, email systems, etc.); these can include screen shot samples with narrative descriptions. Please note if you have online demonstrations available. Chelan County may require an onsite demonstration by select vendors at no cost to Chelan County.
6. **Application Requirements Checklist:** Please respond to all questions contained in the attached "Application Requirements Checklist" with regards to the software product you propose to deliver. If you need additional space for comments regarding a specific question, feel free to attach additional pages for your comments. When additional pages are being used, the comments must be adequately referenced to the requirement the comments is addressing.
7. **System Requirements:** List all recommended system requirements. This includes server, database, workstations, and network requirements and all licensing. Describe the technologies on which the program is based, including programming languages and Internet technologies. Please note recommended storage size and expected annual growth.
8. **Quality Assurance Procedures:** Describe your company's proposed approach to ensure that data migrated over to the new system will be entered accurately and correctly.
9. **Support Services:** Describe the technical support services offered by your company. These services may include on-site support, telephone support, and training services. List the number of professionals in your company dedicated to user support. Also list any user groups that may exist. We will require that certain materials such as program codes, editors, etc., be placed in escrow.
10. **Version Control and Product upgrades:** Describe the method of version control, the frequency of updates (excluding critical fixes), and the method of providing updates, upgrades, service packs, and hot fixes.
11. **Remote Support:** Please describe all methods your company uses to provide remote support to clients. Chelan County has standard remote access methods. Vendors will be required to adapt to these methods if their product is chosen.
12. **Warranty:** Please include Warranty information for any and all products, including third party software and all contractor/subcontractor services, including installation and data conversion, and the methods used to dispute claims against those warranties
13. **Schedule:** The County wishes to initiate work on this project immediately after contract signing, on approximately April 1, 2015. Please provide a proposed project schedule which indicates the timing of key tasks that must be completed by your company, Chelan County, and the project team. Chelan County prefers to have the new system implemented by approximately August 1, 2015. Describe your company's

ability to meet that goal. If the goal is too aggressive, please provide a schedule your company feels would be more appropriate.

14. **Cost:** Please provide total one-time costs and annual maintenance costs for implementation of your case management software program. For the purpose of this discussion each software module is also a deliverable. The total project cost must be broken down by each deliverable item. A description of each deliverable item must be included. The vendor should use their best judgment, based on all information contained in this RFP/Q, to determine all core software, optional software (modules, interfaces, etc.), and professional services which are needed to result in a highly successful implementation of the project. Deliverable costs will include, but need not be limited to, the following:

- a. Core Software Licenses – The cost per user seat, number of concurrent users, or by site. Include any licensing for “view only” seats.
- b. Optional Software Modules (Including descriptions of each) – The cost per user seat, number of concurrent users, or by site for optional, add-on modules of software, or interfaces. The vendor should make a recommendation regarding which optional software modules are appropriate based on the size, scope, and objectives of this project.
- c. Software Support and/or Maintenance Fees – The cost of annual software maintenance fees. Please specify what these fees include. For example, do they include only software upgrades, software upgrades and help desk support, after-hours support, etc. – If any functionality of this software should be or is controlled or governed by Washington State Statutes/Law or Federal Law, the vendor is expected to provide changes to the software to meet the mandated State and Federal standards within the agreed yearly maintenance cost paid to vendor.
- d. Implementation Services – Costs for installing and configuring the system, performing any necessary customization, etc.
- e. Data Migration/Conversion Services – This cost can be given as a range. The county recognizes that the amount of work involved may need to be determined after the successful vendor has examined the existing data and coordinated with staff from Chelan County Information Technology.
- f. Training – Costs for on-site training, off-site training, or Internet facilitated training. Please estimate the appropriate amount of training needed for the Chelan County staff, which overall consists of individuals with fair-good computer skill levels.
- g. User Support – Describe types of user support available and associated fees, if not included in software maintenance.
- h. Travel and Expenses – Travel costs and expenses for on-site implementation services. These costs are highly scrutinized by Chelan County.
- i. Third Party Software –
 - i. Please note any third party software that is included in your product.
 - ii. Please note any third party software required by your software that must be purchased separately (such as Adobe Acrobat Professional, Crystal Reports, etc.)

15. **Sample Contracts/Agreements.** Each vendor responding must provide a sample copy of their company contracts or agreements for purchasing and implementing their products.

Additional Required Question

Within your proposal, please provide answers to the following question:

Are there any major negative financial, disciplinary, or civil actions against your company or sub-contractors/sub-consultants used by you? (examples: facility closures, adverse actions taken by federal, state or local authorities or Medicare/Medicaid intermediaries, civil monetary fines, receiverships, bankruptcies, civil actions, etc.)

Also, if there are exceptions taken to any of the terms, conditions or specifications of these proposal documents, they must be clearly stated on the cover sheet to your proposal.

Additional Information

The Chelan County Board of Commissioners reserves the right to reject any or all responses to the RFP/Q, to negotiate directly with any responding or other party irrespective of the information provided in the RFP/Q responses, to advertise for new RFP/Q responses, to accept any RFP/Q responses deemed to be in the best interests of Chelan County, to waive any irregularities and technicalities, or to otherwise proceed in the best interest of Chelan County in its sole discretion. Groups listed in **Appendix A** are generally listed in descending order of importance. Price is not necessarily a controlling factor in determining what is in the best interest of Chelan County. Chelan County has the right to follow up with any responding party to obtain additional information if deemed in the best interest of the County and to engage in competitive negotiations as provided in RCW 39.04.270.

All contracts/agreements must include the vendors' response to this RFP/Q as an appendix.

Acceptance of any response to the RFP/Q should not be construed as a contract nor shall it indicate any commitment on the part of Chelan County for any future action. The awarding of the RFP/Q is not complete until successful contract negotiations have taken place and an agreement is signed by both parties. Agreement shall include at a minimum purchase and sale, licensing, warranty, maintenance, non-disclosure, testing, and product acceptance issues.

The RFP/Q does not commit Chelan County to pay for any costs incurred in the submission of a response to this RFP/Q or for any cost incurred prior to the execution of a formal agreement.

Chelan County does not represent that any proposal will be implemented, or that any individual respondent will be the party contracted with. Proposals and all ideas contained therein shall not be deemed proprietary to the respondent and may be used by Chelan County in any manner deemed in its best interest.

Confidentiality of Records

Respondents must identify each portion of their proposals which they deem confidential. Respondents must provide justification of what materials, upon request, should not be disclosed by Chelan County. Nonetheless, Chelan County is a governmental agency, and as such, its records may be subject to disclosure to the public under RCW 42.56.070.

Appendix A (PCMS)

Application Requirements Checklist Instructions

The following application requirements checklist must be completed in full by all bidders. For the products you are responding to, please place an “X” in the applicable vendor response columns based on the capabilities of your software package and project team. These response codes are described below.

Included – The requirements and tasks can be accomplished by using the core “off-the-shelf” or “out of the box” software package. Virtually no configuration or customization is needed. The standard user interface can be used, and there is no need to make improvements through customization.

No Cost Modification – The requirements can be met with minor customization at the client’s site. May require customizing components of the user interface, creating customized forms and reports, and changing the workflow procedures to match the customer’s business practices. No additional cost will be incurred by Chelan County

Available in Future Release – The functionality of this task will be included in a planned, future release of the product. For all answers in this column, please list the anticipated release date of the future version. Use a separate sheet if necessary.

Modification at Additional Cost – This requirement could be met, but new custom code would need to be written by the vendor in order to provide this functionality. Vendors should provide an estimate of cost for this functionality. Use a separate page directly following the checklists if needed.

Not Available – This requirement is not supported by the vendor’s software or services.

Vendors are welcome to add any comments which might elaborate upon or further clarify their responses. If you need additional space for comments regarding a specific question, feel free to attach additional pages directly following the checklists.

	Appendix A – Prosecutors Case Management System (PCMS)	Included	No Cost modification	Modification at additional cost	Available in future release	Not Available
1.00	IT Administration					
1.01	Proposed product operates on a Microsoft SQL Server 2012 database platform					
1.01a	Proposed product has been tested in Microsoft Server 2012					
1.02	Proposed product operates in a Windows 2012 Server environment					
1.03	Proposed product operates in a Terminal Services environment					
1.04	Proposed product operates on a 32 bit Windows XP Professional OS					
1.05	Proposed product operates on a 64 bit Windows 7 Professional OS					
1.06	Proposed product will run in a virtualized server environment – Hyper V is supported					
1.07	Application screens are intuitive with on-line help readily available by pressing F1 key					
1.08	Application has the ability for administration staff to define “required” fields					
1.08	Proposed product allows for “application administrators” with high level authority to set up and delete users, as well as manage certain tables to add choices to “pick lists” and access various modules within the application					
1.09	Proposed product allows all database fields to be fully searchable by default					
1.10	Vendor can adapt to Chelan County remote access methods					
1.11	Proposed product allows for the creation of custom menus					
1.12	Allows for custom fields to be added to both the screens and the database					
1.13	Updates and upgrades to current application are handled by vendor					
1.14	Vendor provides entity relationship diagram for all tables					
1.15	Training manuals are provided to Chelan County					
1.16	Training database is provided to Chelan County					
1.17	Vendor provides “Train the Trainer” training					
1.18	Application(s) is written in an industry standard and widely accepted programming language that supports rapid application development and graphical user interfaces					
1.19	Vendor must disclose if this application is to be hosted “in the cloud”					
1.20	Application supports the ability to set “default values” in certain fields					
1.21	Proposed product can route reports to various printers throughout the agency					

1.22	Application provides the ability to purge outdated information by authorize application administrators					
1.23	Purge dates can be attached cases/folders/files that can be set to automatically be deleted or archived by application administrators					
1.24	Before purging of information, application administrator is presented with an option to review and/or print all information that is scheduled to be deleted					
1.25	Proposed product has the ability to restore any/all archived information					
1.26	Vendor provides recommendations to prepare for disaster recovery					
1.27	Vendor provides disaster recovery services for proposed application					
1.28	Vendor provides method for obtaining administrative and user support from company					
1.29	Company offers suggested backup methodology					
2.00	System Interfaces					
2.01	Proposed product natively interfaces with known Washington State applications (If included, vendor must list the known applications) (If can be provided at additional cost include standard rates for development)					
2.02	Proposed product interfaces with other known applications (If included, vendor must list the known applications) (If can be provided at additional cost include standard rates for development)					
2.03	Proposed product has the ability to export data in multiple formats for ingestion to other applications or forwarding to other agencies					
2.04	Proposed product has the ability to forward reports directly from the application via email (Outlook/Exchange – Active Directory)					
2.05	Proposed product can be accessed via web interface					
2.06	Proposed product can be accessed on local servers					
2.07	Proposed product has e-discovery interface					
2.08	Proposed product has e-subpoena interface					
3.00	Security					
3.01	Proposed product supports unique logins					
3.02	Unique logins - are tied to active directory for single sign-on capability					
3.04	Proposed product allows authorized personnel to make corrections to PCMS records including deletions					

3.05	Proposed product allows corrections and deletions and provides an audit trail that cannot be modified					
3.06	Proposed product has the ability to delete, merge, seal, unseal, and expunge records (Requires special security level)					
3.07	Proposed product is able to seal and unseal records, including date and reason - requires higher security levels					
3.08	Proposed application provides the ability for administration staff with proper authority to set other user security levels					
	CASE MANAGEMENT					
4.0	Proposed product supports creation and management of electronic case folders					
4.1	a) Law Enforcement Charge Information / Documents					
4.2	b) Arraignment Information / Documents					
4.3	c) Judgment Information / Documents					
4.4	d) Sentencing Information / Documents					
5.0	Proposed product supports Calendar/Workload Management					
5.1	a) Managing Attorney Caseloads					
5.2	b) Assigning Cases					
5.3	c) Providing Access to Attorney Desktop Calendars – Note if calendars are integrated with Outlook/Exchange 2013					
5.4	d) Tracking Criminal Appeals					
6.0	Proposed product has the ability to receive data from other justice partner systems to pre-populate the PCMS database.					
6.1	a) Incident/Arrest reports from Law Enforcement Agencies					
6.2	b) Booking information from Jail/Detention facilities					
6.3	c) Judgment and sentencing information from local courts					
6.4	d) Criminal or Traffic Citations from Law Enforcement Agencies					
7.0	Proposed product has the ability to track and manage common case management functions/information sets.					
7.1	a) Tracking arrest and prosecutorial charges through to disposition (Audit Trail)					

7.2	b) Tracking bail and bond amounts and requirements					
7.3	c) Tracking the location of a defendant prior to adjudication (Custodial Status)					
7.4	d) Classifying cases					
7.5	e) Provides ability to add to the existing list of classifications					
7.6	f) Processing of criminal and juvenile appeals					
7.7	g) Processing of civil cases and appeals					
7.8	h) Processing of alerts/notifications of aging cases					
7.9	i) Ability to review and approve cases					
7.10	j) Ability to track property forfeitures					
8.0	Proposed product supports document management					
8.1	a) Document Imaging					
8.2	b) Document Archiving					
8.3	c) Ability to search by person's name					
8.4	d) Ability to search by document					
8.5	e) Ability to search by Court Case Number					
	AUTOMATIC DOCUMENT PRODUCTION					
9.0	Proposed product has the ability to produce the following common documents					
9.1	a) Victim/Witness Correspondence					
9.2	b) Judgment and Sentencing report					
9.3	c) Disposition Report (No Charges Filed)					
9.4	d) Complaints/Information					
9.5	e) Probable Cause Affidavits					
9.6	f) Subpoenas					
9.7	g) Journal Entries (Case Notes/Narratives)					
9.8	h) Summons					
9.9	i) Protection Orders (Civil and Criminal No Contact)					
9.10	j) Property Forfeitures					
9.11	k) Pleadings					
9.12	l) Warrants					
9.13	m) Motions					

	REPORTING AND ANALYSIS					
10.0	Proposed product has the abilities to produce the following common reports to satisfy in-office reporting and analysis needs					
	a) Attorney Caseloads					
	b) Court Schedules (Trial Schedules, Trial Calendars)					
	c) Investigator Tracking Reports					
	d) Gang-Related Reports					
	e) Crime-Specific Reports					
	f) Case Type Disposition Reports					
	g) Case Status or Aging Reports					
11.0	Proposed product has the ability to produce the following common reports to satisfy state agency reporting					
11.1	a) Annual Reports					
11.2	Please list any other reports your product provides that may aid in upward reporting to Washington State					
12.0	Proposed product has the ability to produce the following common reports to satisfy federal reporting and analysis needs					
12.3	a) Wiretap Reports					
12.2	Please list any other reports your product provides that may aid in reporting to federal agencies					
13.0	Proposed product has the ability to produce ad hoc reports to satisfy business questions as the need arises					
13.1	a) Includes "canned" reports (list all reports on separate sheet)					
13.2	b) Supports third party reporting tools - List					
13.3	c) Proposal of cost includes up to 15 reports developed by vendor					
13.4	d) Has the ability to create ad hoc queries without a third party tool					
3.5	e) Allows all database fields to be fully searchable by default					
	APPLICATION DEVELOPMENT ENVIRONMENT					
14.0	Proposed product integrates with other common office automation applications. For each of the below, please list the application(s).					
14.1	a) Word Processing					
14.2	b) Spread Sheets					

14.3	c) Email					
14.4	d) Calendaring Programs					
14.5	e) Reporting Tools					
14.6	f) Other common desktop tools not listed above					
15.0	Proposed product integrates with common justice partner application systems. For each below, please list.					
15.1	a) Law Enforcement Records Management					
15.2	b) Court Case Management					
15.3	c) Jail Management					
15.4	d) Probation/Parole Management					